User guide for online transactions

AustChoice now allows advisers to submit some transactions online, thereby simplifying and speeding up the process. This document guides you through portfolio reweighting, share trading and change of personal details.

Please note the following important points before starting:

- You must have online transacting turned on in order to use any transaction functions
- You must have authority to represent a client before you will be able to transact on their account
- AustChoice Investment Service does not allow 'authority to represent' therefore transacting is restricted to AustChoice Super

You should also ensure that you are using the most up-to-date version of your chosen browser when using the AustChoice site. We recommend using Firefox. If you prefer to use Internet Explorer, you need to ensure that you're using at least version 7. The secure area of the AustChoice site will not work with Internet Explorer version 6 or earlier.

To download Firefox for free, go to www.firefox.com

To upgrade to the latest version of Internet Explorer, go to www.microsoft.com and search for 'ie7'

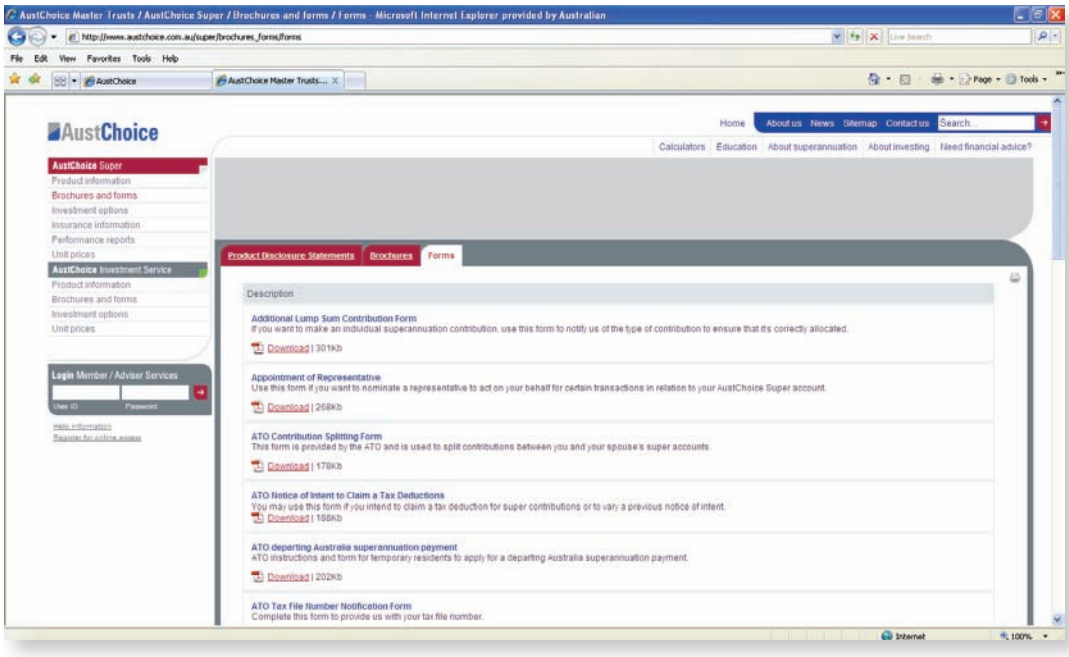
How to turn on online transacting

Turning on online transacting is as simple as logging in and selecting 'Request transaction access' link in the 'Online services' menu on the left.

By accepting the terms and conditions which govern usage of the site, you will be instantly provided access to online transacting.

How to set up authority to represent for a client

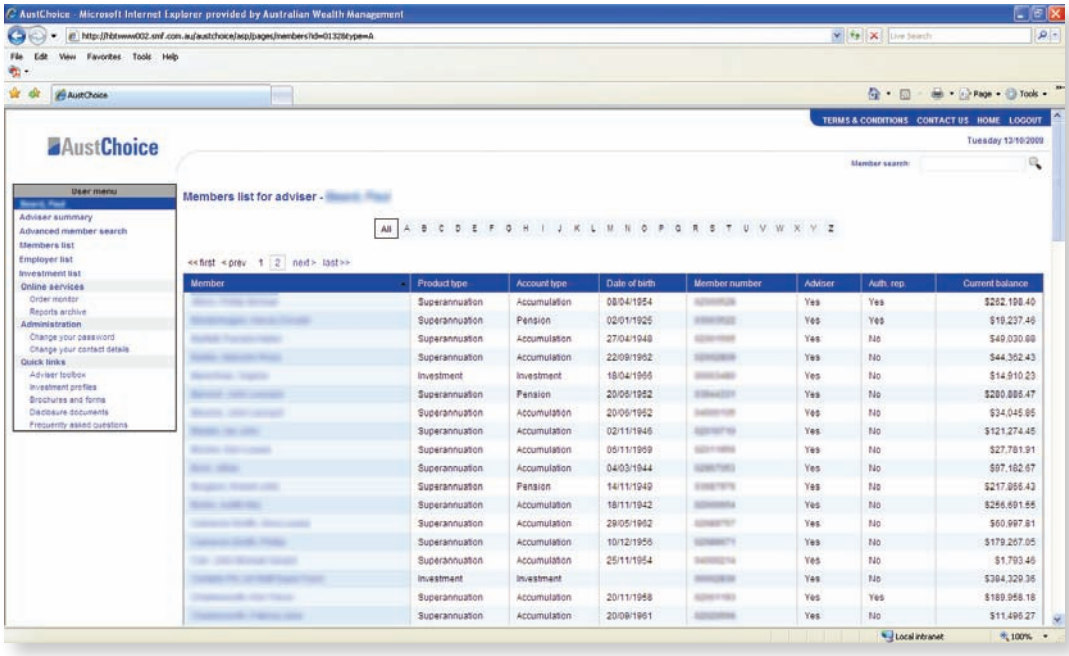
To set up authority to represent for a client, you will need to download the Appointment of Representative form from the brochures and forms section of www.austchoice.com.au.


AustChoice Master Trusts / AustChoice Super / Brochures and forms / Forms - Microsoft Internet Explorer provided by Australian
AustChoice
Home
About us
News
Sitemap
Contact us
Search
Calculators
Education
About superannuation
About investing
Need financial advice?
AustChoice Super
Product information
Brochures and forms
Investment options
Insurance information
Performance reports
Unit prices
AustChoice Investment Service
Product information
Brochures and forms
Investment options
Unit prices
Login Member / Adviser Services
Product Disclosure Statements
Brochures
Forms
Description
Additional Lump Sum Contribution Form
If you want to make an individual superannuation contribution, use this form to notify us of the type of contribution to ensure that it's correctly allocated.
Download | 301Kb
Appointment of Representative
Use this form if you want to nominate a representative to act on your behalf for certain transactions in relation to your AustChoice Super account.
Download | 268Kb
ATO Contribution Splitting Form
This form is provided by the ATO and is used to split contributions between you and your spouse's super accounts.
Download | 178Kb
ATO Notice of Intent to Claim a Tax Deductions
You may use this form if you intend to claim a tax deduction for super contributions or to vary a previous notice of intent.
Download | 188Kb
ATO departing Australia superannuation payment
ATO instructions and form for temporary residents to apply for a departing Australia superannuation payment.
Download | 202Kb
ATO Tax File Number Notification Form
Complete this form to provide us with your tax file number.

This form must be signed by the client and returned to us. Once we have processed the form, you will be able to access online transaction functions for that client.

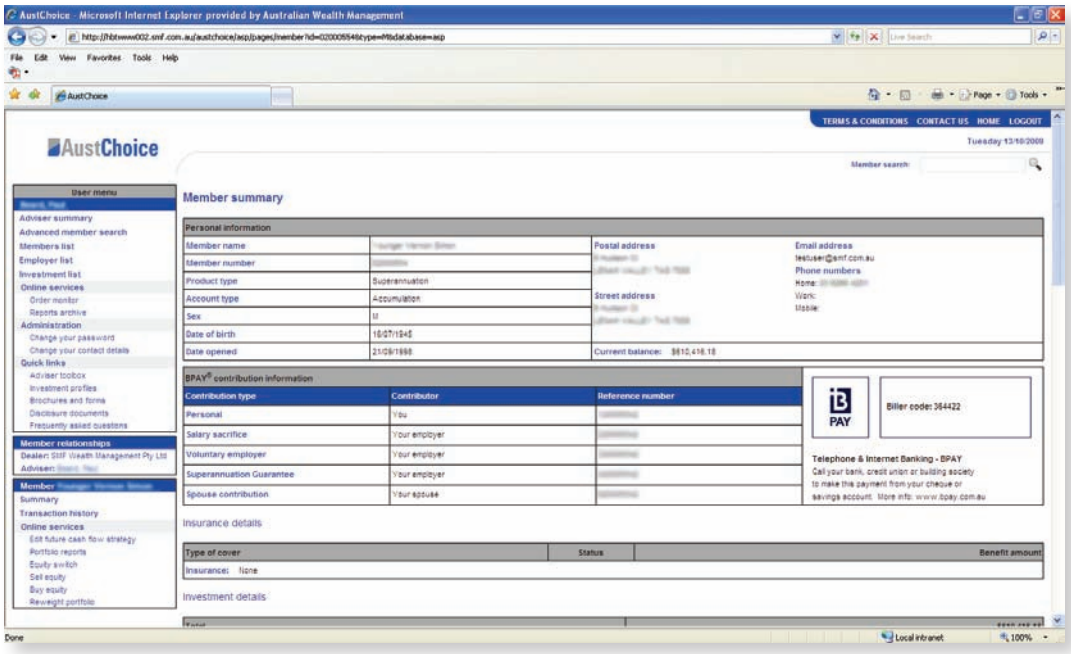
Getting started with online transactions

It's important to understand that online transactions are done on a member-by-member basis. This means that, before you can do anything, you need to select the member you wish to transact for. That's as simple as selecting them from your member list.



You'll notice that the clients that you have authority to represent are clearly marked in the column 'Auth rep.'

Once you select a client, their account summary will appear.

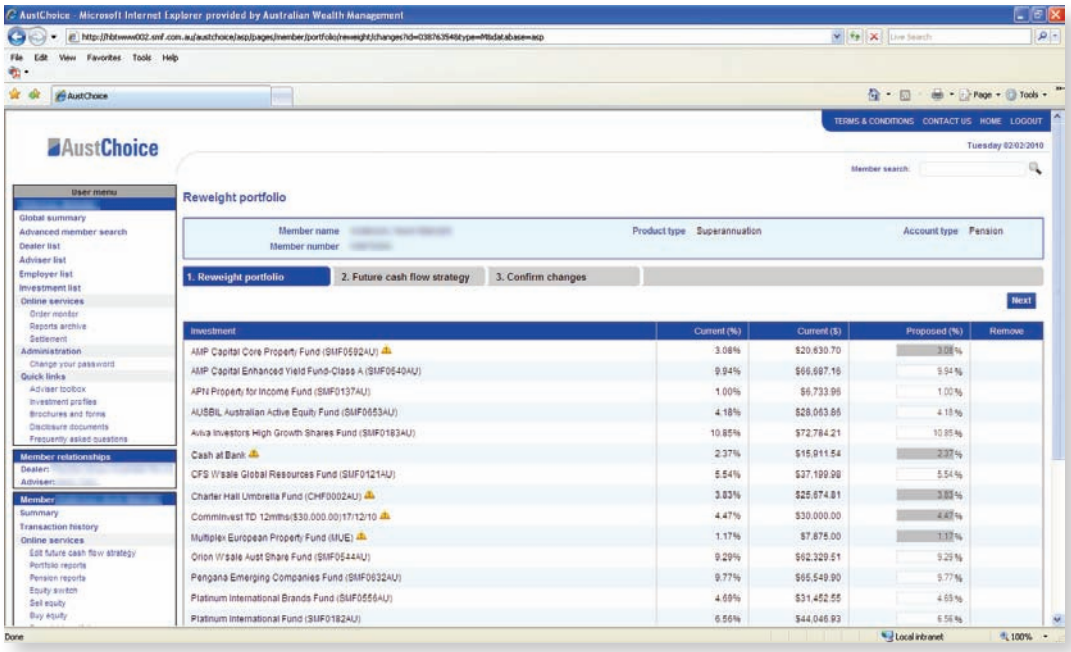


You will notice a number of options now appear in the 'Online services' menu on the left of the screen. 'Edit future cash flow strategy' was launched in July 2009, 'Sell equity' and 'Buy equity' was launched in October 2009, and 'Reweight portfolio' was launched in February 2010.

Reweight portfolio

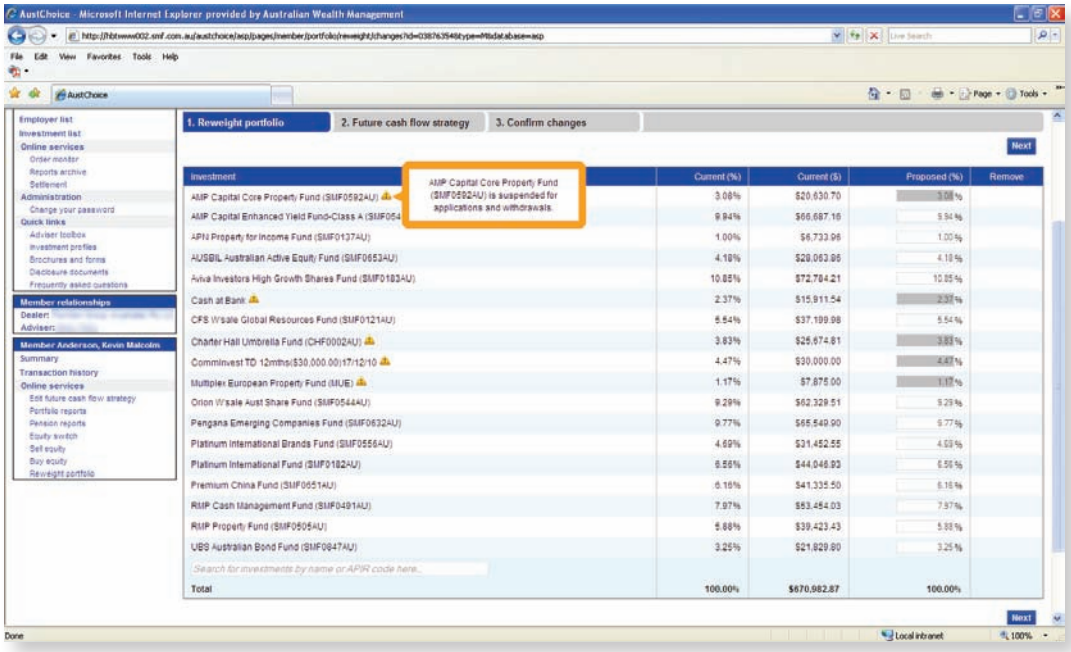
The 'reweight portfolio' function can be used to buy and sell managed funds in order to reset the percentage 'weighting' of each option in the portfolio. Please note that 'reweight portfolio' can only be used for managed funds; it can't be used to buy and sell shares. You can use the 'buy equity' and 'sell equity' functions for this purpose – further detail on these functions is contained later in this user guide.

When you choose 'reweight portfolio', you'll be presented with the following screen.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Reweight portfolio
Member name
Member number
Product type Superannuation
Account type Pension
1. Reweight portfolio
2. Future cash flow strategy
3. Confirm changes
Next
Investment
Current (%)
Current ($)
Proposed (%)
Remove
AMP Capital Core Property Fund (SMF0592AU)
AMP Capital Enhanced Yield Fund-Class A (SMF0540AU)
APN Property for Income Fund (SMF0137AU)
AUSBIL Australian Active Equity Fund (SMF0553AU)
Aviva Investors High Growth Shares Fund (SMF0183AU)
Cash at Bank
CFS Wsale Global Resources Fund (SMF0121AU)
Charter Hall Umbrella Fund (CHF0002AU)
Comminvest TD 12mths($30,000.00)17/12/10
Multiplex European Property Fund (MUE)
Orion Wsale Aust Share Fund (SMF0544AU)
Pengana Emerging Companies Fund (SMF0632AU)
Platinum International Brands Fund (SMF0556AU)
Platinum International Fund (SMF0182AU)

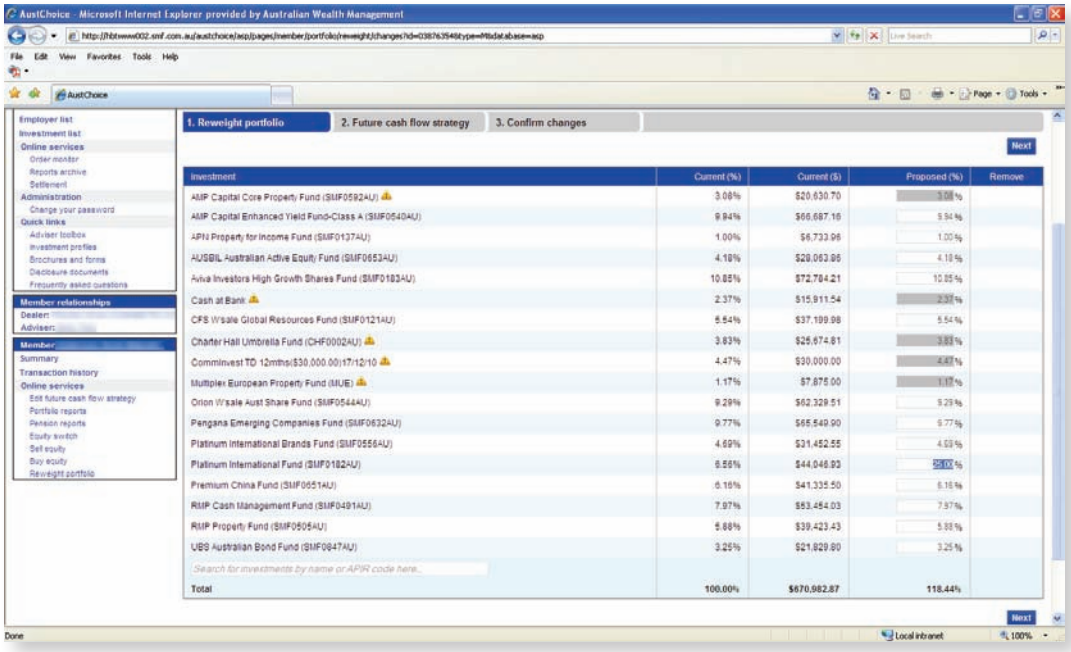
This screen lists all investments currently held in the member's account and their current 'weighting'.

You'll notice that some funds have a warning icon next to them which consists of a yellow triangle with an exclamation mark. These funds can't be reweighted. If you 'rollover' the yellow triangle, you'll receive a message which provides further detail on why that option can't be reweighted. An example is below.

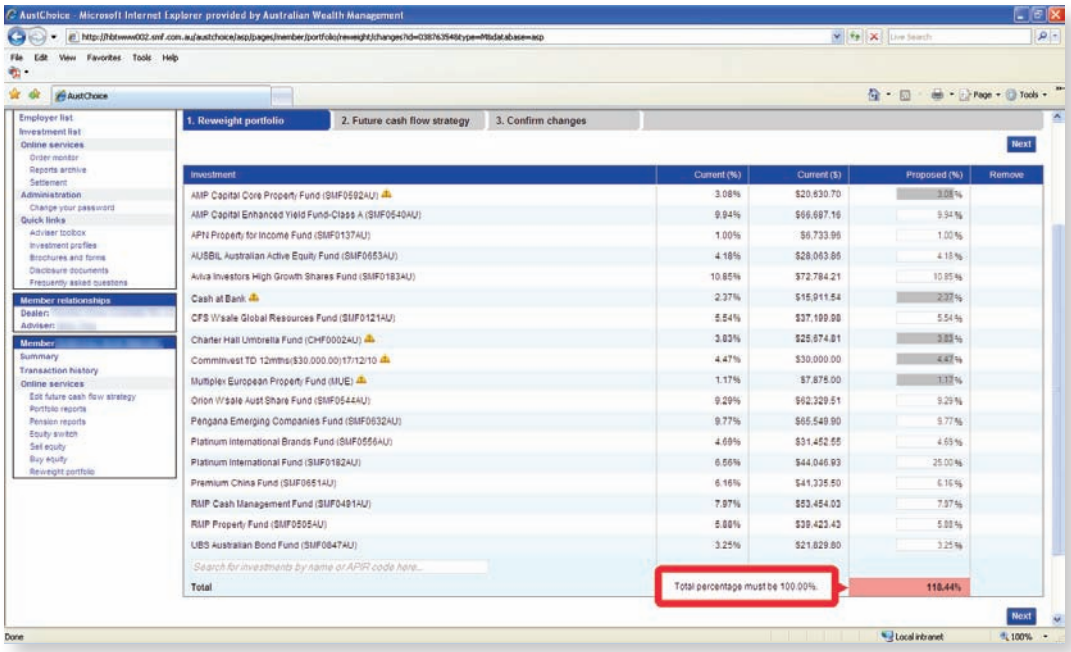


On this screen, you have the ability to change the percentages in the 'proposed %' column. By changing the proposed % figure, you will trigger a buy or a sell for that managed fund. If 'proposed %' is higher than 'current %', additional units will be bought. If 'proposed %' is lower than 'current %', units will be sold.

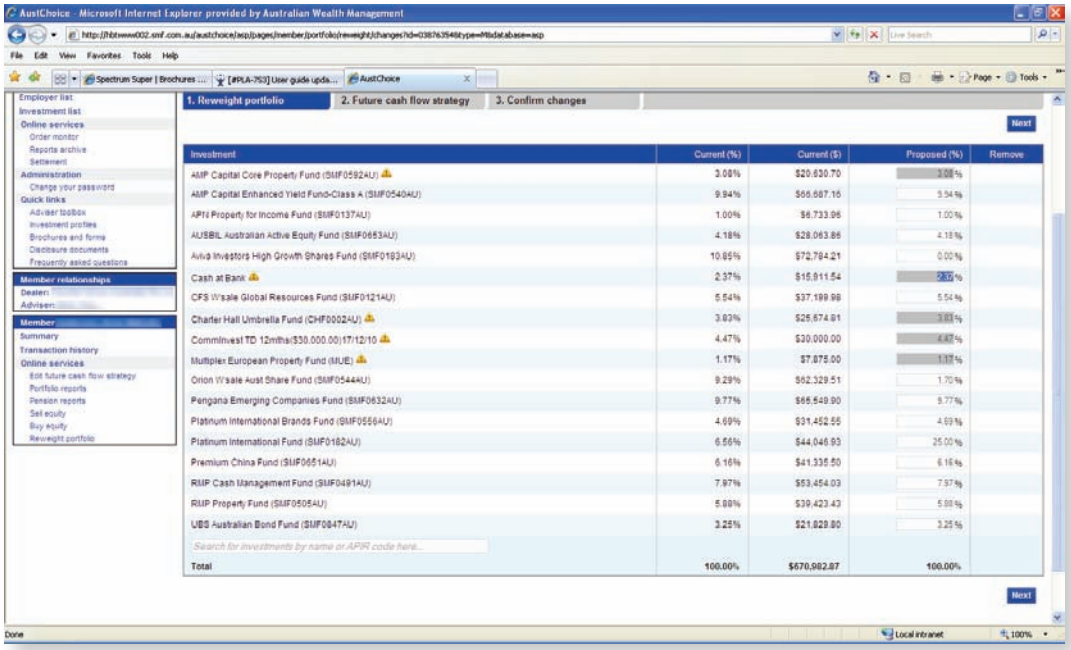
The screenshot below shows an example where the weighting to the Platinum International Fund has been significantly increased.



As you can see, by increasing the percentage allocated to the Platinum International Fund, the total portfolio now exceeds 100%. If you click 'Next' at this point, you will be presented with the following error message.

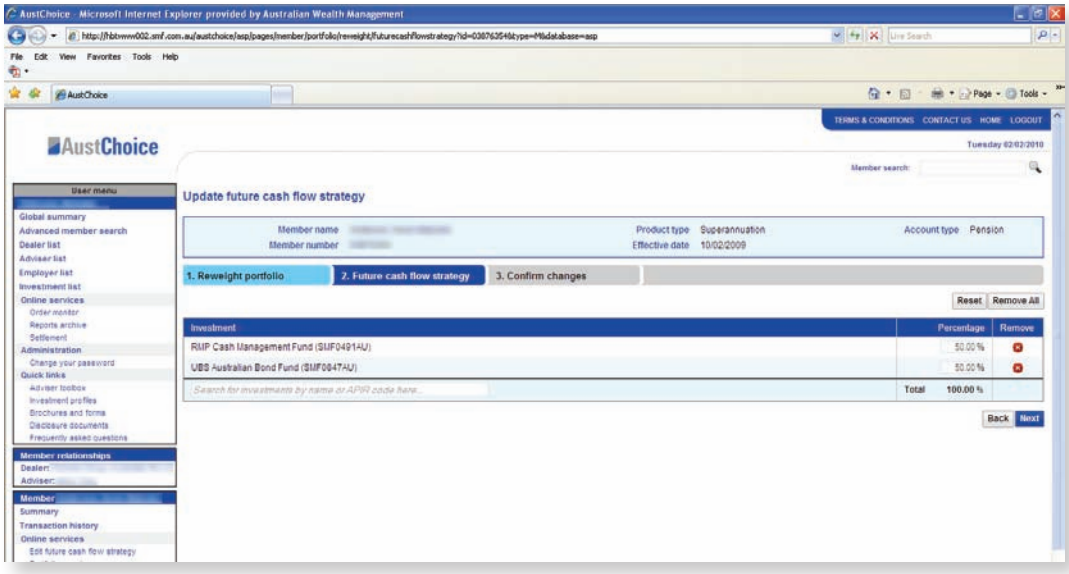


Before you can go any further, you will need to adjust 'proposed %' for other options within the portfolio until the total is equal to 100%. In the screenshot below, you will see that the Aviva Investors High Growth Shares Fund and Orion W'sale Aust Share Fund have had their 'proposed %' reduced in order to get the total down to 100%.



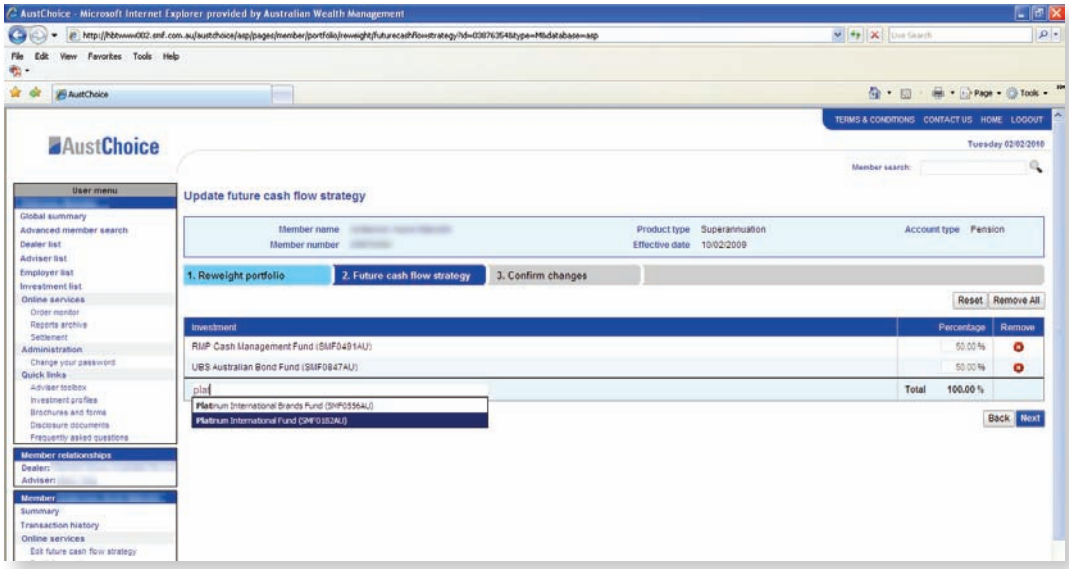
To completely sell out of a managed fund option, enter '0%' in the 'proposed %' column. If you would like to add a new managed fund to the client's portfolio, you can search by name or APIR code by using the box at the bottom of the screen.

If you click 'Next', you will be presented with a screen which gives you the opportunity to adjust future cash flow.

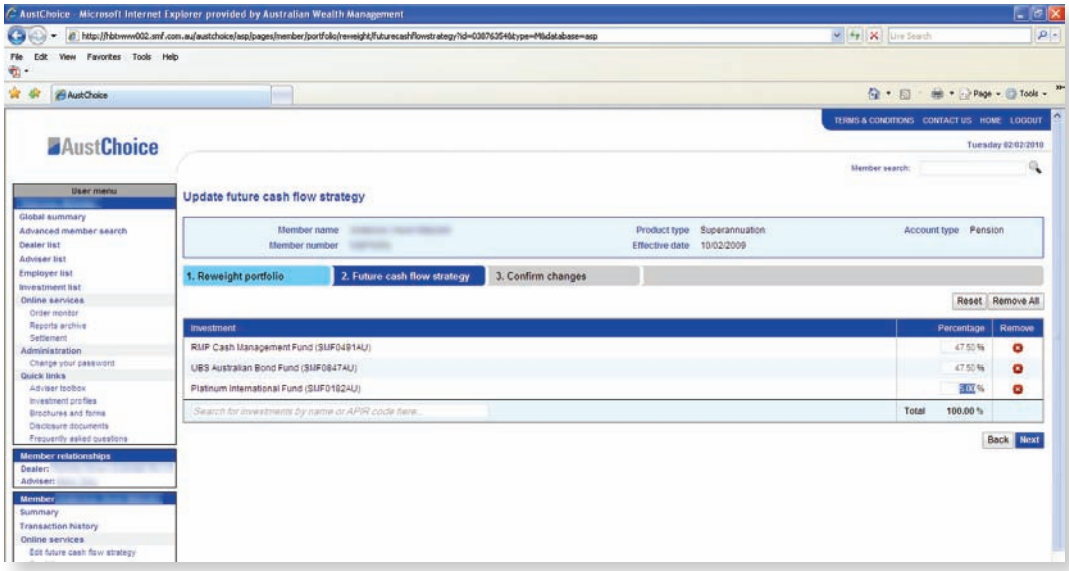


In this example, you're not required to adjust future cash flow but can do so if you wish. If, however, during the reweight process, you have sold all holdings of an investment option that forms part of the member's future cash flow strategy, you will be required to replace that option. You can either increase the percentage of other options which already form part of the future cash flow strategy, or you can add a new investment option to the strategy.

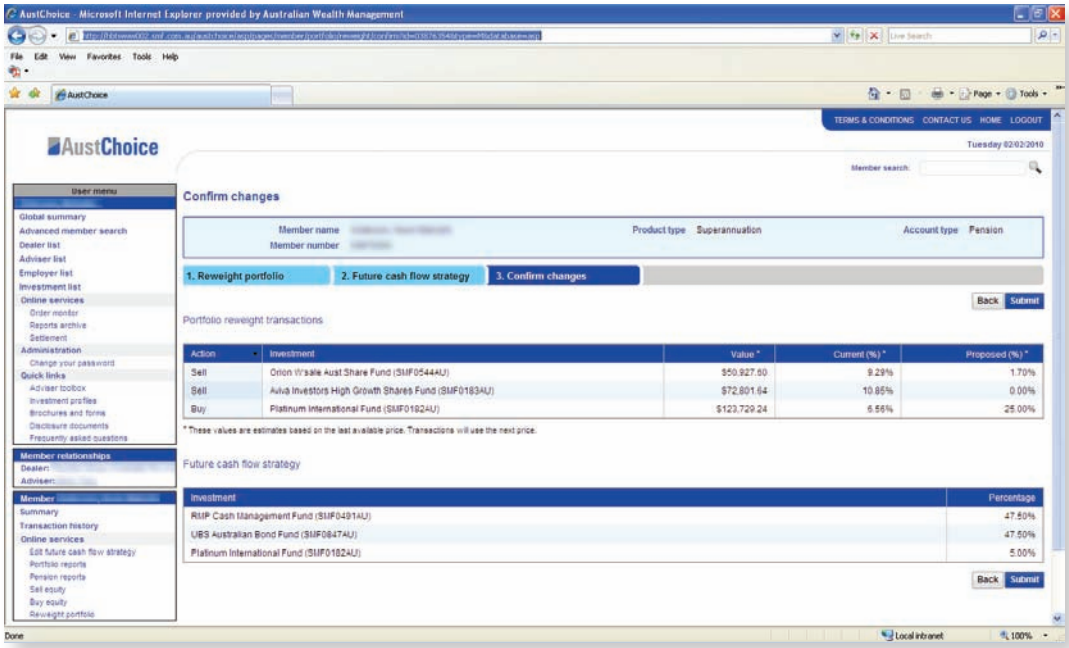
To illustrate how this process works, we'll add the Platinum International Fund to the future cash flow strategy. By typing 'plat', matching investment options will appear as shown in the screenshot below.



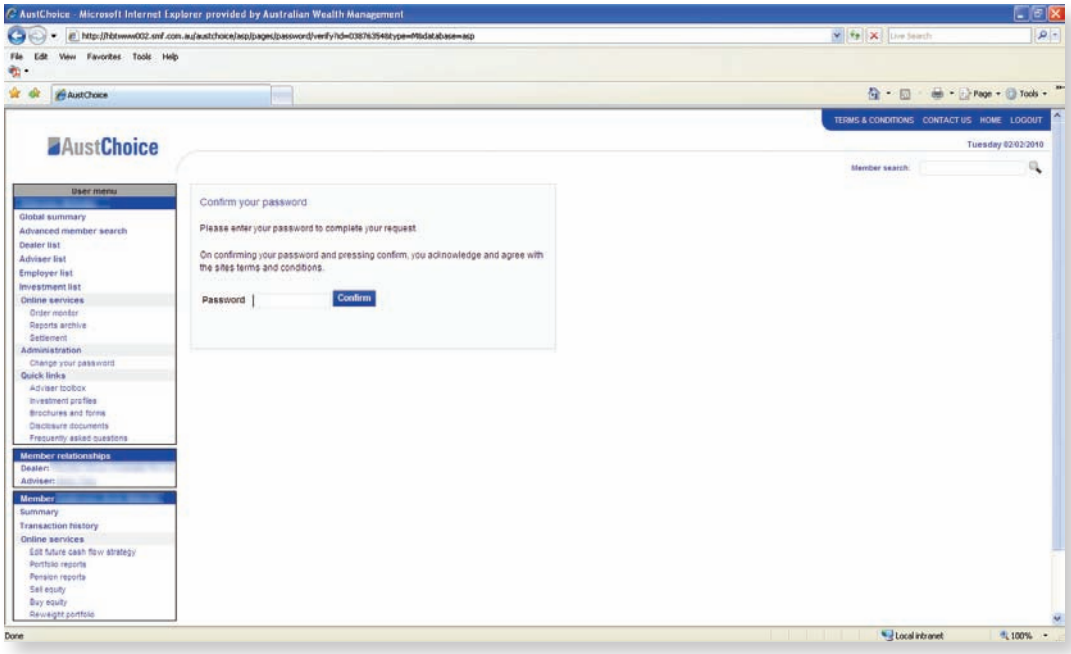
By clicking on the appropriate investment option, you'll be able to allocate it a cash flow percentage. Once again, the other percentages will need to be adjusted so that they total 100%. In the example below, we have decided to allocate 5% to the Platinum International Fund and to take that equally from the other two funds in the strategy.



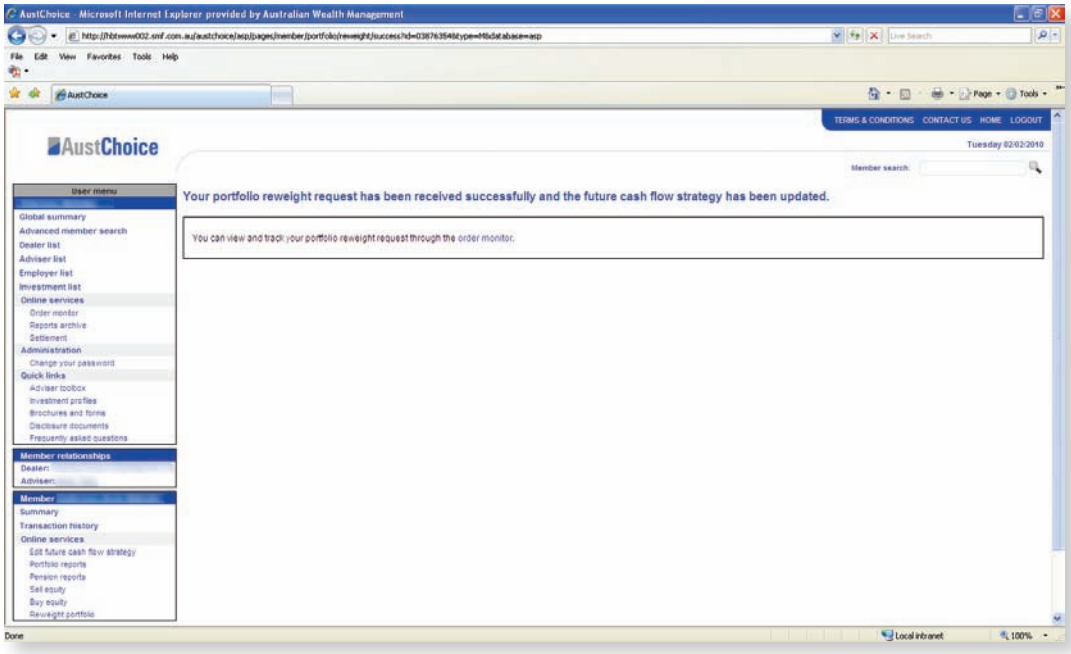
By clicking 'Next, you'll be presented with a confirmation screen which allows you to review the changes that you have made before implementing them.



If you've made a mistake, or want to change anything, you can click 'Back' to step back through the screens to the one you need. Otherwise, you can click 'Submit' if you're happy with the changes that are to be made. You'll be taken to the following screen which will ask you to enter your password.



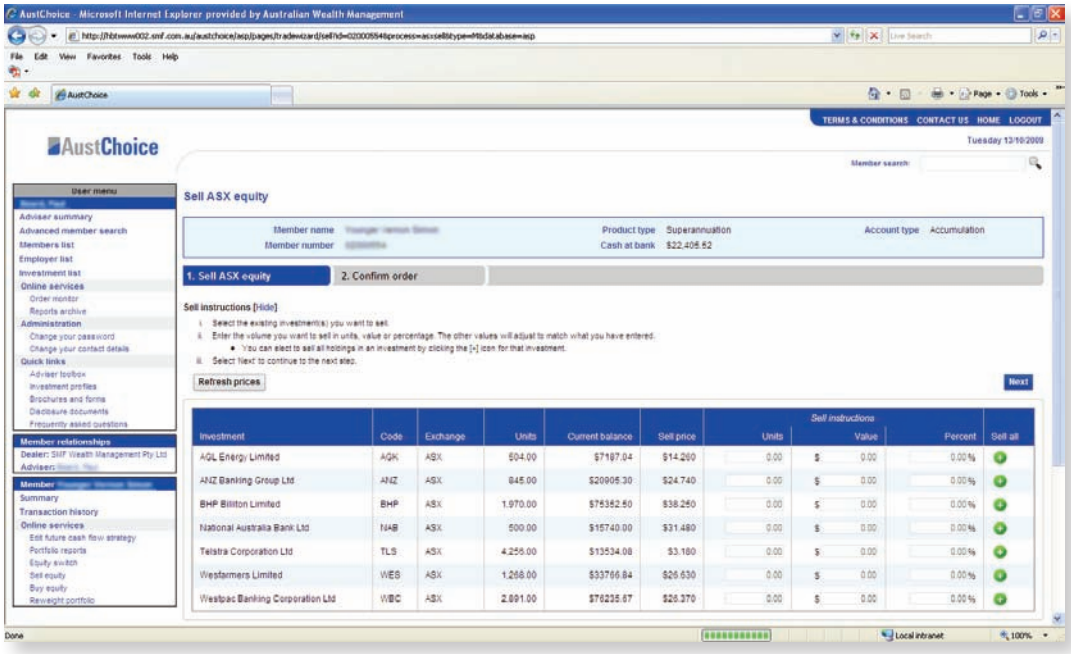
The requirement to enter your password ensures that it's not possible to submit an order accidentally since the order can't be modified or cancelled once it has been submitted. Once you have entered your password, you'll be presented with the following screen which details your order.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Tuesday 02/02/2010
Member search:
User menu
Your portfolio reweight request has been received successfully and the future cash flow strategy has been updated.
You can view and track your portfolio reweight request through the order monitor.
Done
Local intranet
100%

Once your order has been submitted, you are able to track progress through the order monitor. Details on how the order monitor works are provided later in this user guide.

Selling direct shares

If you choose 'Sell equity', you will be presented with the following screen.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Tuesday 13/10/2009
Member search:
User menu
Adviser summary
Advanced member search
Members list
Employer list
Investment list
Online services
Order monitor
Reports archive
Administration
Change your password
Change your contact details
Quick links
Adviser toolbox
Investment profiles
Brochures and forms
Disclosure documents
Frequently asked questions
Member relationships
Summary
Transaction history
Online services
Edit future cash flow strategy
Portfolio reports
Equity switch
Sell equity
Buy equity
Reweight portfolio
Sell ASX equity
Member name
Member number
Product type Superannuation
Cash at bank $22,406.52
Account type Accumulation
1. Sell ASX equity
2. Confirm order
Sell instructions [Hide]
i. Select the existing investment(s) you want to sell.
ii. Enter the volume you want to sell in units, value or percentage. The other values will adjust to match what you have entered.
• You can elect to sell all holdings in an investment by clicking the [+] icon for that investment.
iii. Select 'Next' to continue to the next step.
Refresh prices
Next
Sell instructions
Investment
Code
Exchange
Units
Current balance
Sell price
Units
Value
Percent
Sell all
AGL Energy Limited AGK ASX 504.00 $7187.04 $14.260 0.00 $ 0.00 0.00 %
ANZ Banking Group Ltd ANZ ASX 845.00 $20905.30 $24.740 0.00 $ 0.00 0.00 %
BHP Billiton Limited BHP ASX 1,970.00 $75362.50 $38.250 0.00 $ 0.00 0.00 %
National Australia Bank Ltd NAB ASX 500.00 $15740.00 $31.480 0.00 $ 0.00 0.00 %
Telstra Corporation Ltd TLS ASX 4,256.00 $13534.08 $3.180 0.00 $ 0.00 0.00 %
Westfarmers Limited WES ASX 1,268.00 $33766.84 $26.630 0.00 $ 0.00 0.00 %
Westpac Banking Corporation Ltd WBC ASX 2,891.00 $76235.67 $26.370 0.00 $ 0.00 0.00 %
Done
Local intranet
100%

This screen lists all the direct shares that the client holds in their account and that therefore you can sell on their behalf. To create a sell transaction, you need to specify how much of the holding you would like to sell. You have three choices:

- Units
- Value
- Percentage of holding

You'll notice that when you complete one field, the others will populate automatically. For example, if the member had $10,000 invested in a certain share and you specified that you wanted to sell 50% of the holding, the value field would automatically populate with $5,000 (and the unit field would also populate automatically).

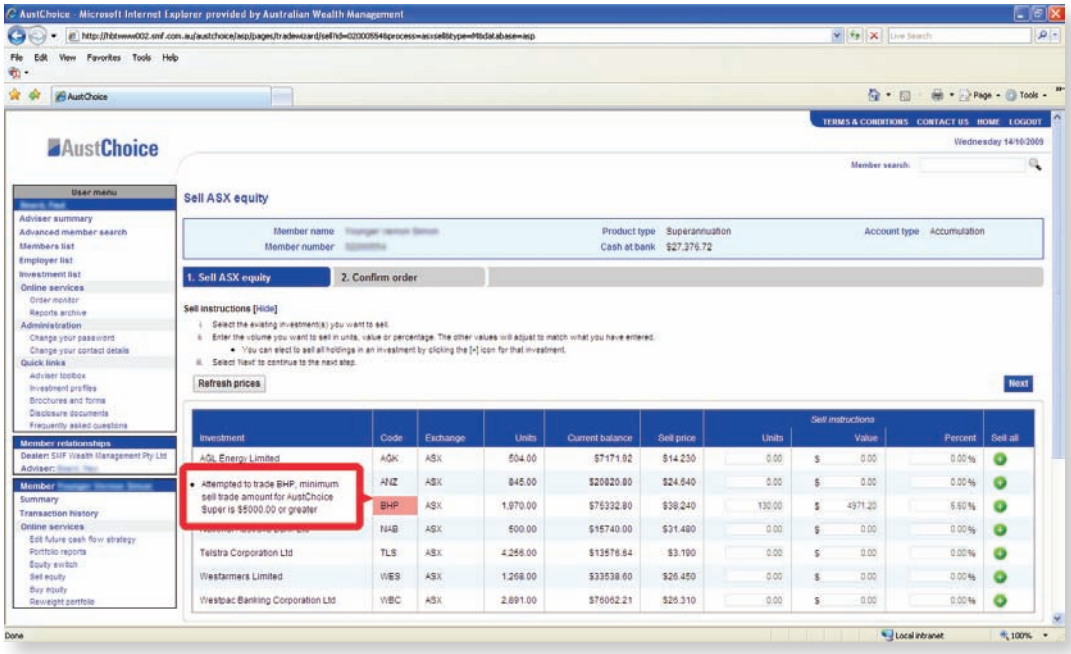
Please note the following when specifying the quantity you want to sell:

- You can only sell whole units.
- If you specify a value which doesn't represent a whole unit, the number of units to be sold will always round down. For example, if you specify a value which is equal to 79.8 units, the number of units will be rounded down to 79 and the value and percentage will change accordingly.
- The minimum transaction amount is $5,000.
- If you specify a value of $5,000, this will rarely work out to be a whole number of units, therefore the number of units will be rounded down (as will the value) and the request will be rejected because it is under the $5,000 limit.

Other important things to remember:

- You can specify more than one share to sell in a single request – simply enter a quantity for each.
- You can sell the entire holding of any particular share by clicking the green 'plus' button.
- The prices shown are not live – they are delayed by 20 minutes.
- Trades can only be made at market price.

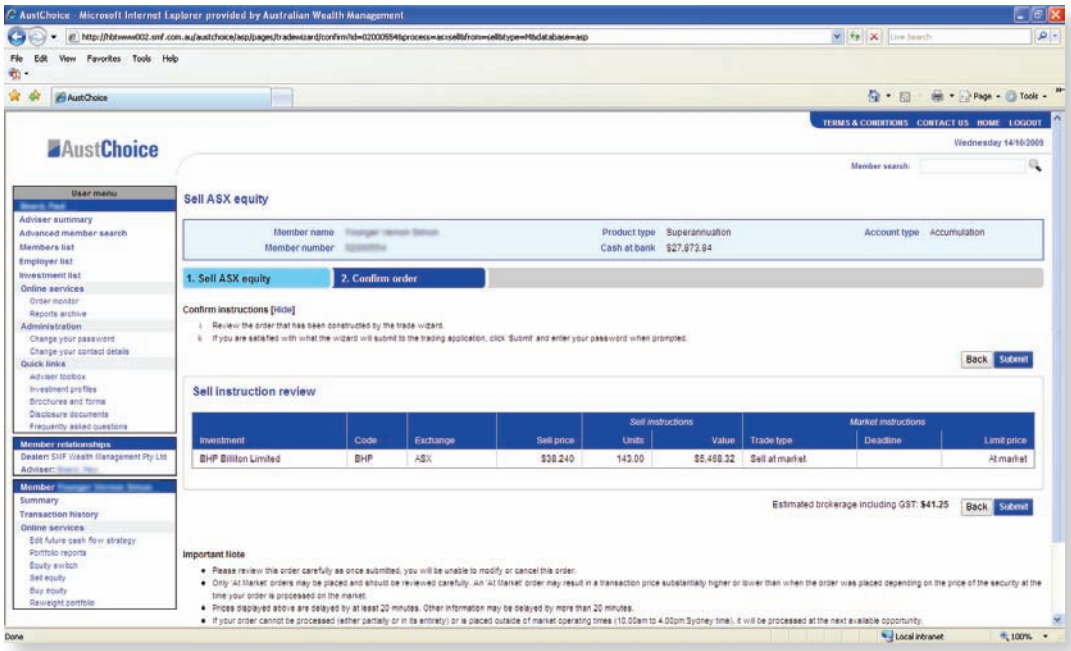
Once you're happy with the quantities to be sold, click the 'Next' button. Depending on whether or not there are any issues with your request, you will get one of two screens. If there is an issue with your request, you will see a screen similar to the following.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
Sell ASX equity
1. Sell ASX equity
2. Confirm order
Refresh prices
Next
Attempted to trade BHP, minimum sell trade amount for AustChoice Super is $5000.00 or greater

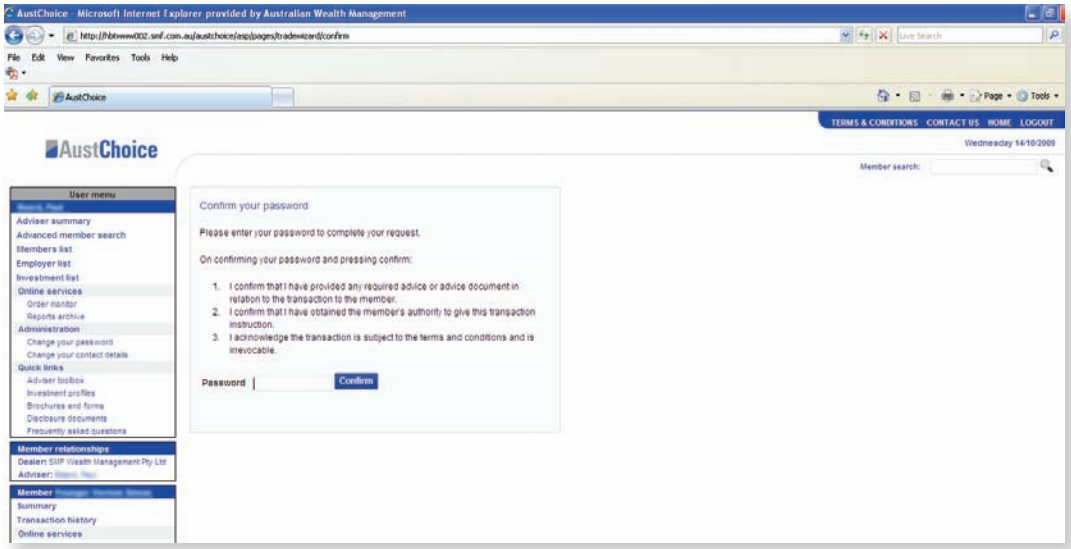
The asset that you are trying to sell is highlighted in red and a brief explanation of the issue is provided for you in the red box.

If there is an issue in the quantity that you have entered, fixing it is as simple as typing over the number already in the box and clicking 'Next' again. There is no need to start again by re-selecting the member or using the 'back' button on your browser.

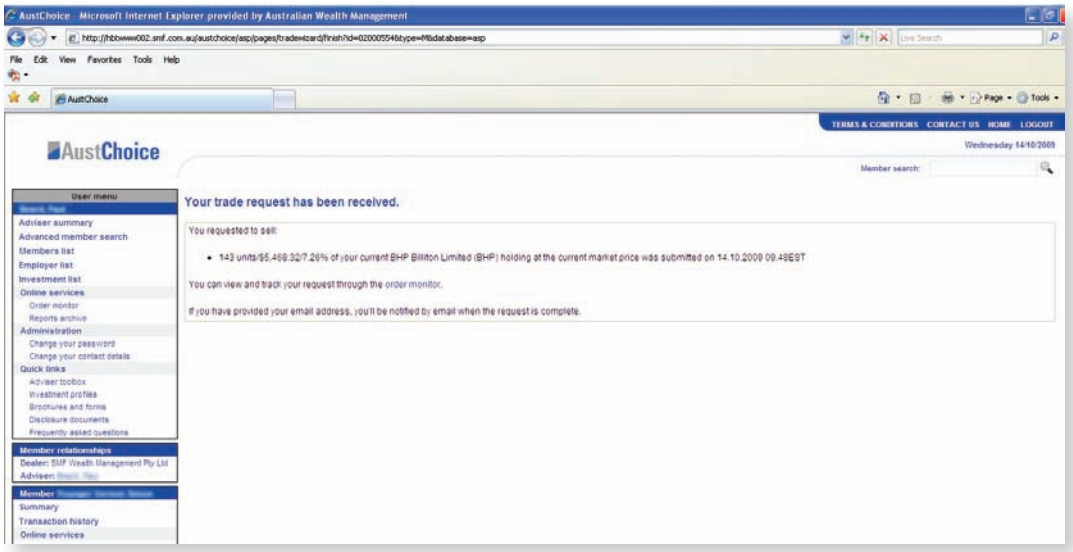
If there are no issues with your sell request, you'll be presented with a screen asking you to confirm your order.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Wednesday 14/10/2009
Member search:
User menu
Adviser summary
Advanced member search
Members list
Employer list
Investment list
Online services
Order monitor
Reports archive
Administration
Change your password
Change your contact details
Quick links
Adviser toolbox
Investment profiles
Brochures and forms
Disclosure documents
Frequently asked questions
Member relationships
Summary
Transaction history
Online services
Edit future cash flow strategy
Portfolio reports
Equity switch
Sell equity
Buy equity
Reweight portfolio
Sell ASX equity
Member name
Member number
Product type Superannuation
Cash at bank $27,873.84
Account type Accumulation
1. Sell ASX equity
2. Confirm order
Confirm instructions [Hide]
Review the order that has been constructed by the trade wizard.
If you are satisfied with what the wizard will submit to the trading application, click 'Submit' and enter your password when prompted.
Back Submit
Sell instruction review
Sell instructions
Market instructions
Investment
Code
Exchange
Sell price
Units
Value
Trade type
Deadline
Limit price
BHP Billiton Limited
BHP
ASX
$38.240
143.00
$5,468.32
Sell at market
At market
Estimated brokerage including GST: $41.25
Back Submit
Important Note
Please review this order carefully as once submitted, you will be unable to modify or cancel this order.
Only 'At Market' orders may be placed and should be reviewed carefully. An 'At Market' order may result in a transaction price substantially higher or lower than when the order was placed depending on the price of the security at the time your order is processed on the market.
Prices displayed above are delayed by at least 20 minutes. Other information may be delayed by more than 20 minutes.
If your order cannot be processed (either partially or in its entirety) or is placed outside of market operating times (10.00am to 4.00pm Sydney time), it will be processed at the next available opportunity.
Done
Local intranet
100%

If you want to change any of the details of the order, click the 'Back' button. To confirm your order, simply click the 'Submit' button. When you click 'Submit', you'll be asked to enter your login password to finalise the request. This is to ensure that it's not possible to submit an order accidentally since the order can't be modified or cancelled once it has been submitted.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Wednesday 14/10/2009
Member search:
User menu
Adviser summary
Advanced member search
Members list
Employer list
Investment list
Online services
Order monitor
Reports archive
Administration
Change your password
Change your contact details
Quick links
Adviser toolbox
Investment profiles
Brochures and forms
Disclosure documents
Frequently asked questions
Member relationships
Summary
Transaction history
Online services
Confirm your password
Please enter your password to complete your request.
On confirming your password and pressing confirm:
1. I confirm that I have provided any required advice or advice document in relation to the transaction to the member.
2. I confirm that I have obtained the member's authority to give this transaction instruction.
3. I acknowledge the transaction is subject to the terms and conditions and is irrevocable.
Password
Confirm

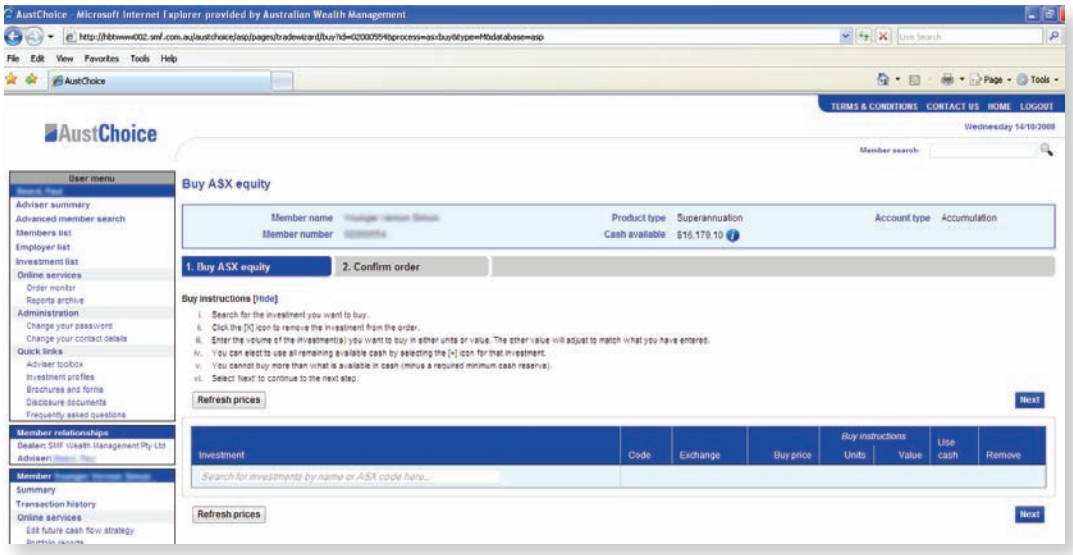
Once you have entered your password and clicked 'Confirm', you will be presented with a screen detailing your order.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Your trade request has been received.
You requested to sell:
You can view and track your request through the order monitor.
If you have provided your email address, you'll be notified by email when the request is complete.

Once your order has been submitted, you are able to track progress through the order monitor. Details on how the order monitor works are provided later in this user guide.

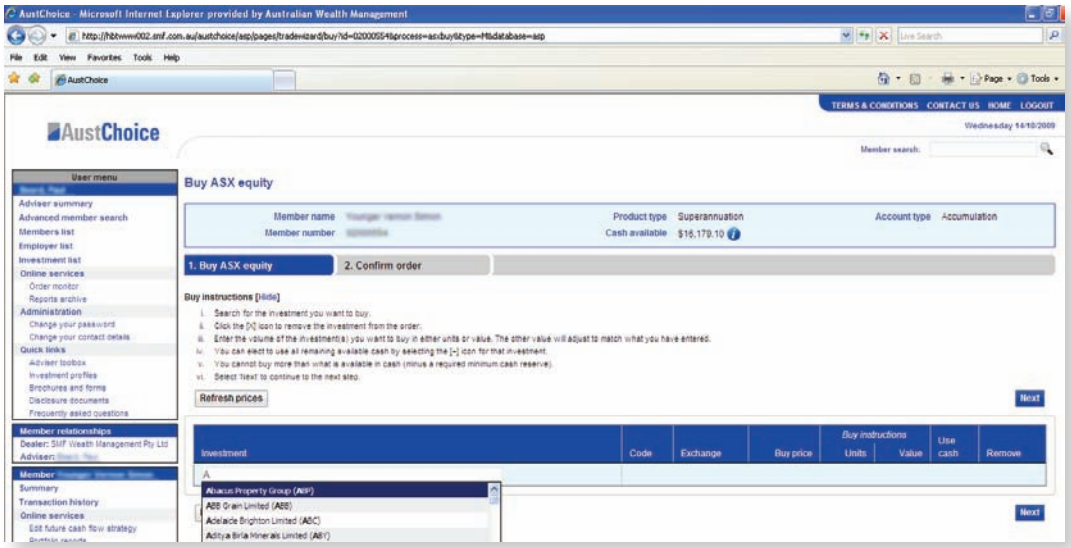
Buying direct shares

Once again, you need to select a member you wish to buy for. Once you have done that and chosen 'Buy equity' from the 'Online services' menu, you will see the following screen.



Please note that the 'Cash available' shown at the top of the screen is not the same as cash at bank. The 'Cash available' shown on this screen is the amount that can be used to buy direct shares and doesn't include the minimum cash balance that must be kept in the account.

Start by searching for the share that you want by typing in either the company name, or the ASX code. You will be presented with a list of options that match the text you have entered.



Once you've chosen an option, the price will be displayed (please note that prices are delayed by 20 minutes) and you will need to enter the quantity you want to buy.

You can enter a quantity in either units or value. You'll notice that when you complete one field, the other one will populate automatically. For example, if the current price is $5 and you specified that you wanted to buy 100 units, the value field will automatically update to show $500.

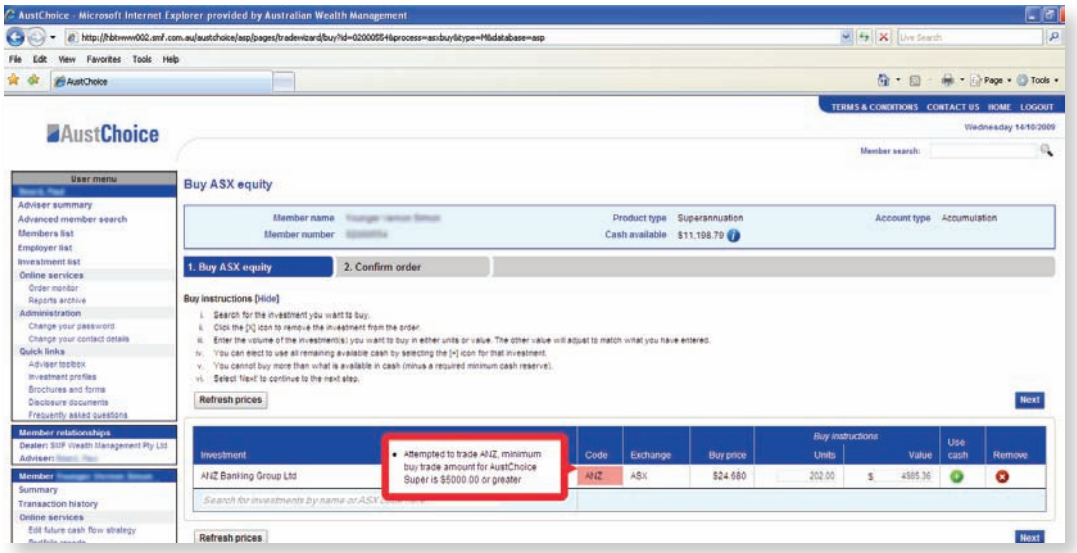
Please note the following when specifying the quantity you want to buy:

- You can only buy whole units.
- If you specify a value which doesn't represent a whole unit, the number of units will always round down. For example, if you specify a value which is equal to 79.8 units, the number of units will be rounded down to 79 and the value will change accordingly.
- The minimum transaction amount is $5,000
- If you specify a value of $5,000, this will rarely work out to be a whole number of units, therefore the number of units will be rounded down (as will the value) and the request will be rejected because it is under the $5,000 limit.

Other important things to remember:

- You can specify more than one share to buy in a single request – simply complete another search and enter a quantity.
- You can buy as many units as the cash available will allow by clicking the green 'plus' button.
- The cash available is updated automatically as you enter buy quantities.
- The prices shown are not live – they are delayed by 20 minutes.
- Trades can only be made at market price.

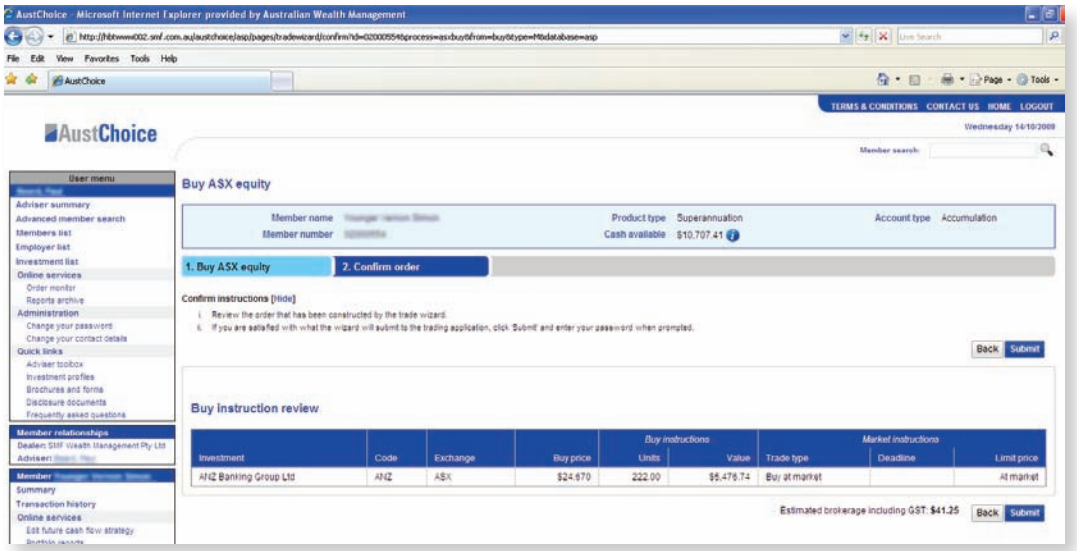
Once you're happy with the quantities to be bought, click the 'Next' button. Depending on whether or not there are any issues with your request, you will get one of two screens. If there is an issue with your request, you will see a screen similar to the following.



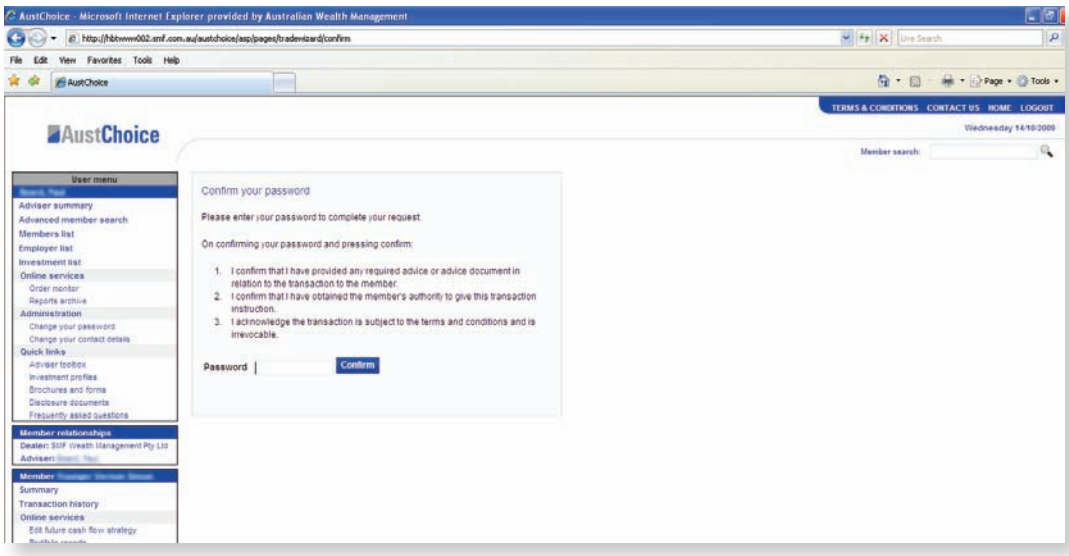
The asset that you are trying to buy is highlighted in red and a brief explanation of the issue is provided for you in the red box.

If there is an issue in the quantity that has been entered, fixing it is as simple as typing over the number already in the box and clicking 'Next' again. There is no need to start again by re-selecting the member or using the 'back' button on your browser.

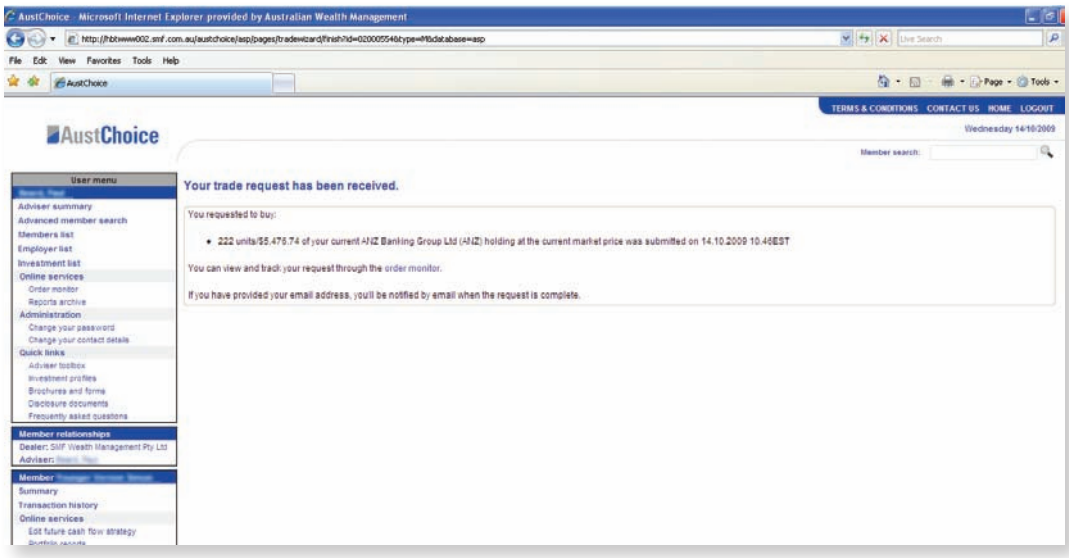
If there are no issues with your sell request, you'll be presented with a screen asking you to confirm your order.



If you want to change any of the details of the order, click the 'Back' button. To confirm your order, simply click the 'Submit' button. When you click 'Submit', you'll be asked to enter your login password to finalise the request. This is to ensure that it's not possible to submit an order accidentally since the order can't be modified or cancelled once it has been submitted.


AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Wednesday 14/10/2009
Member search:
User menu
Adviser summary
Advanced member search
Members list
Employer list
Investment list
Online services
Order monitor
Reports archive
Administration
Change your password
Change your contact details
Quick links
Adviser toolbox
Investment profiles
Brochures and forms
Disclosure documents
Frequently asked questions
Member relationships
Summary
Transaction history
Online services
Edit future cash flow strategy
Confirm your password
Please enter your password to complete your request.
On confirming your password and pressing confirm:
1. I confirm that I have provided any required advice or advice document in relation to the transaction to the member.
2. I confirm that I have obtained the member's authority to give this transaction instruction.
3. I acknowledge the transaction is subject to the terms and conditions and is irrevocable.
Password
Confirm

Once you have entered your password and clicked 'Confirm', you will be presented with a screen detailing your order.

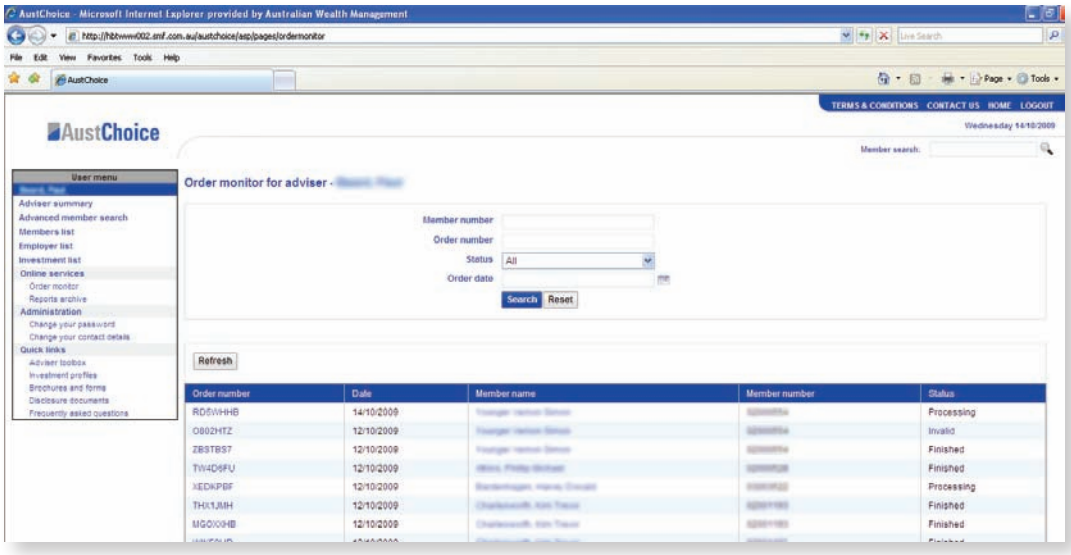

AustChoice - Microsoft Internet Explorer provided by Australian Wealth Management
AustChoice
TERMS & CONDITIONS CONTACT US HOME LOGOUT
Wednesday 14/10/2009
Member search:
User menu
Adviser summary
Advanced member search
Members list
Employer list
Investment list
Online services
Order monitor
Reports archive
Administration
Change your password
Change your contact details
Quick links
Adviser toolbox
Investment profiles
Brochures and forms
Disclosure documents
Frequently asked questions
Member relationships
Summary
Transaction history
Online services
Edit future cash flow strategy
Your trade request has been received.
You requested to buy:
222 units/$5,476.74 of your current ANZ Banking Group Ltd (ANZ) holding at the current market price was submitted on 14.10.2009 10.46EST
You can view and track your request through the order monitor.
If you have provided your email address, you'll be notified by email when the request is complete.

Once your order has been submitted, you are able to track progress through the order monitor.

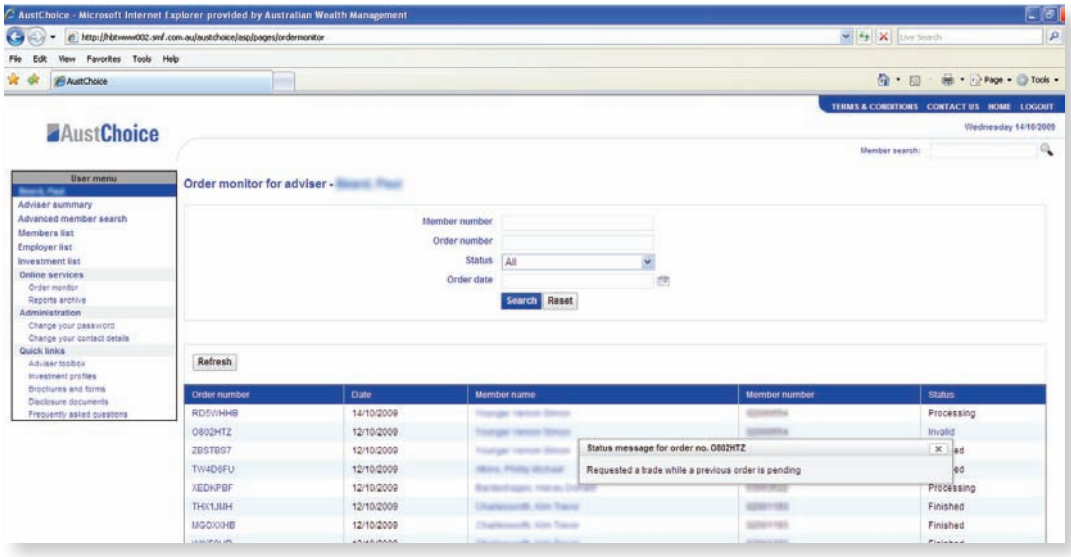
Order monitor

Once you have successfully submitted an online transaction, you can track its progress in the order monitor. At the completion of each request, you will be presented with a link to the order monitor, or you can click on the 'Order monitor' link in the 'Online services' section of the menu on the left of the page at any time.

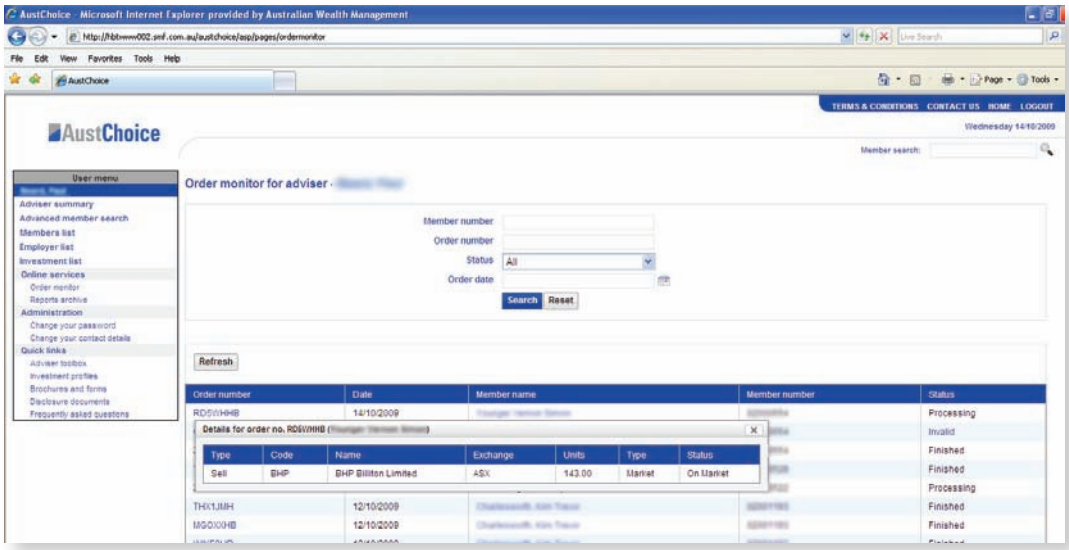
When you enter the order monitor, you'll be presented with details of all recent transactions for all of your clients.



From this screen, you can click on a member's name to be taken to their summary screen without having to search for them in your member list. You can also click on any 'Invalid' status to see a brief explanation of why the request failed.



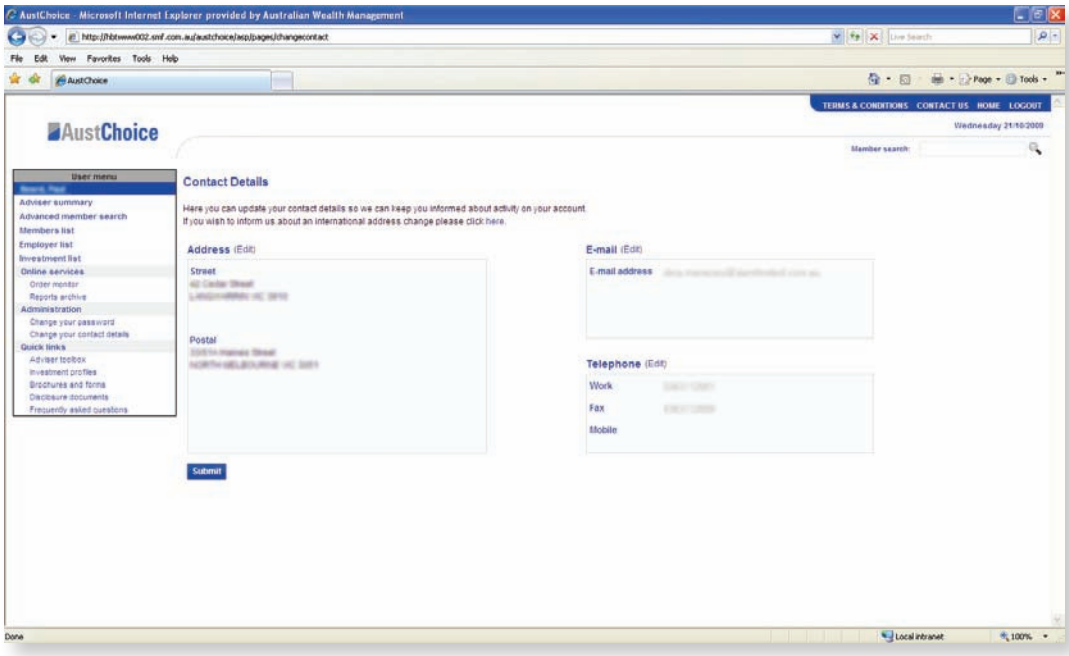
Finally, you can click on the order number to view details of the trade.



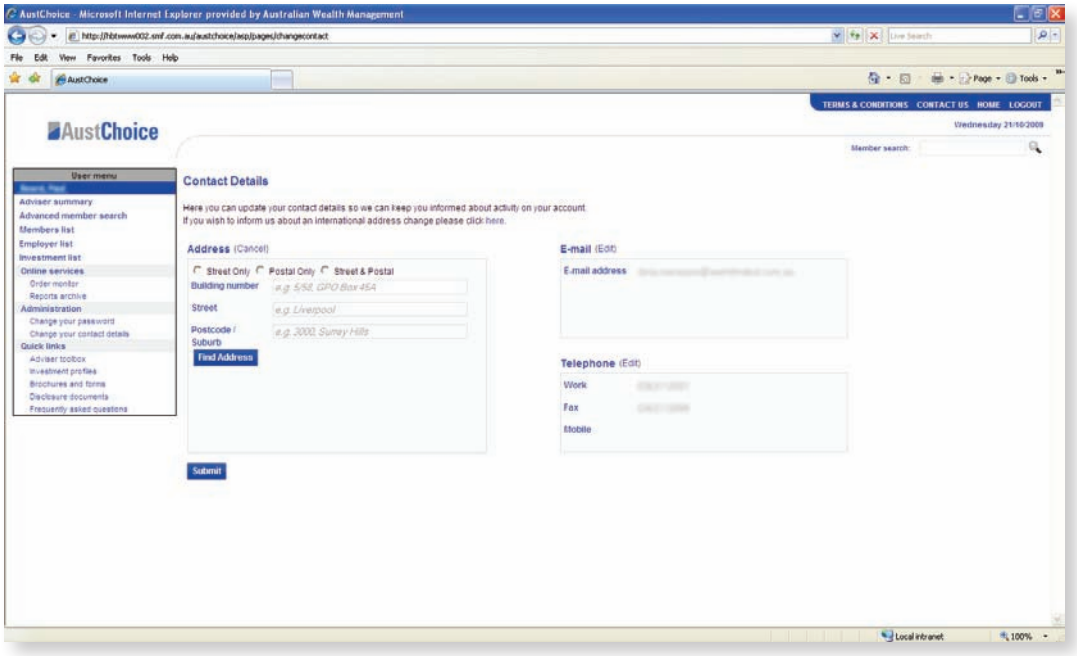
Changing personal details

Please note that you can only change your own details – you can't change the contact details for your clients. It's important for security reasons that only the member is able to change things such as their postal address. Like you, members now have the ability to change their details online.

To change your personal details, you need to select the 'Change your contact details' link under the 'Administration' menu. You'll be presented with the following screen.



You can choose to edit your postal address, residential address, email address or phone number by clicking on the '(Edit)' link beside them. This will open the fields for you to change. Please note that you can only change your address online if it matches the Australia Post database.



Simply type in your new details and click the 'Submit' button to confirm. These details should be reflected instantly within the system.

Quick reference guide

	Selling shares	Buying shares	Changing personal details
Step 1	Select a member	Select a member	Click 'Change your contact details'
Step 2	Click 'Sell equity'	Click 'Buy equity'	Click 'Edit' next to the details you want to change
Step 3	Choose an asset to sell	Search for an asset	Make the necessary changes
Step 4	Enter a quantity to sell	Enter a quantity to buy	Click 'Submit'
Step 5	Click 'Next'	Click 'Next'	
Step 6	Review order	Review order	
Step 7	Click 'Submit'	Click 'Submit'	
Step 8	Enter your password to confirm	Enter your password to confirm	

If you have any questions with regard to anything outlined in this flyer please call Adviser Services on **1800 333 909**.

Questor Financial Services Limited ABN 33 078 662 718 AFSL No 240 829 as trustee of AustChoice Super ABN 48 594 393 690.

Part of Australian Wealth Management

PLA-484
1009